



## Dealing with Disputes

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### Introduction

This factsheet aims to provide information to help resolve disputes that SSAGO clubs may have. This could be with their Student's Union or Guild, local Scouting and/or Guiding, interclub or within the club itself.

### Student's Union/Guild dispute

If a dispute arises between a club and their students' union/guild, SSAGO, as a national body, may offer assistance. The SSAGO National Executive may offer advice to a club or may make direct contact with the union/guild. It is at the discretion of the national executive as to their exact involvement in helping to resolve such disputes depending on the situation.

### Local Scouting/Guiding dispute

In disputes with local Scouting and Guiding, SSAGO, as a national body, may offer assistance in a number of ways. The SSAGO National Executive may offer advice to a club, offer to contact the person who the dispute is with directly, contact the local county/area commissioner or may contact the SSAGO representatives from The Scout Association or Girlguiding UK. The club will be kept informed at all times as to the steps being taken by the national executive.

### Inter club dispute

If two or more clubs come into dispute with each other, either between execs or between members the national SSAGO executive committee can act as an impartial judge/mediator applying our policies to help resolve the dispute.

### Intra club dispute

In intra club disputes involving either an exec being in dispute with its members or members within in a club being in dispute, the national SSAGO executive committee can act as an impartial judge/mediator applying our policies to the dispute.

### How to attain help with a dispute

There are 2 ways you can ask for the national executive's help with a dispute.

1) Phone the SSAGO hotline (020-7060-5724) and choose Chairperson initially. If no response and the matter is too urgent to wait for a reply to a message select Members Officer.

2) Email [exec@ssago.org.uk](mailto:exec@ssago.org.uk) outlining the cause of the dispute and who it is with.



If it is urgent that the dispute gets resolved (i.e. needs immediate attention) then using the SSAGO hotline is the best option however if it is not as urgent (resolution is not needed immediately) the best option is an email to the exec and you will receive a reply ASAP. The more information that can be provided in the first instance the more help/advice the SSAGO executive committee can offer.